



THE CITY OF SAN DIEGO

**MAYOR  
JERRY SANDERS  
Science and Technology Commission  
MEETING MINUTES**

The San Diego Science and Technology Commission (SDS&TC) held a meeting on Wednesday, May 23, 2007, hosted by the City Planning and Community Investment Department located at 1200 Third Avenue, San Diego, CA 92101.

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- I. **CALL TO ORDER/ROLL CALL:** Dr. Martha Dennis, SDS&TC Chair, called the meeting to order at 3:10 P.M. Members present: Dr. Hui Cai, Scott Corlett, Dr. Martha Dennis, Dr. Tom Dillon, Charles Holland, Tyler Orion, and Julie Meier Wright. Members absent: Craig Andrews, Luis Avila, Daniel Chang, Jon Cohen, Dr. Gail Naughton, Craig Roberts, and Maurice Wilson. City Staff present: City Planning & Community Investment Department staff members: Scott Kessler, Russ Gibbon, Jean Cameron, and Tina Hines. Public Attendees: Mr. Tom Fleming, San Diego Data Processing Corporation.
- II. **PUBLIC COMMENT:** Mr. Scott Kessler, Deputy Director of the Economic Development Division of the City Planning and Community Investment Department, stated that Mayor Sanders has announced the formation of a Clean Technology Initiative. The Economic Development Division in partnership with the San Diego Regional Economic Development Corporation and UCSD will develop a Clean Technology cluster. Mr. Kessler mentioned that relative to the development of this new cluster, the focus of the Science and Technology Commission will change. The Commission in its advisory capacity will give input regarding the innovation of incentives and policies that will attract clean technology businesses to San Diego.
- Additionally, Mr. Kessler suggested that since S&T Commission has a new focus perhaps the Public Broadband Access Working Group (PBAWG) Subcommittee would be better served by another organization. In support of Mr. Kessler's suggestion, a motion was initiated for the PBAWG to find a new host organization (MOTION/Dillon/Orion/UNANIMOUS)
- III. **APPROVAL OF MINUTES FOR:** April 25, 2007 (MOTION/Dillon/Orion/UNANIMOUS)
- IV. **SAN DIEGO DATA PROCESSING CORPORATION**
- A. Recognition of San Diego Data Processing Corporation as an industry leader in Customer Service Speaker, Mr. Tom Fleming: Mr. Tom Fleming, President and CEO of San Diego Data Processing Corporation (SDDPC) stated that his firm has implemented a new system to measure customer satisfaction goals. This new system was a part of a Business Process Re-engineering effort within Mr. Fleming's organization.

In addition, the Gartner Group was hired to evaluate the services provided by SDDPC. The Gartner Group ranked this firm in the top ten percent of Information Technology providers in the U.S. The Gartner Group analyzed responses given by 276 respondents from diverse City departments based on standard criteria. The standard criteria included the following: 1) Support responsiveness; 2) Support availability; 3) Support expertise; 4) System performance; 5) System Functionality; 6) System Quality; 7) Impact on employee's work; 8) Trust/Confidence; 9) Cost.

Mr. Fleming stated in his conclusion, that SDDPC has made significant improvements by making customer satisfaction an area of focus. However, gaps do exist in survey results between the most and least satisfied respondents. In 2007, SDDPC will continue to use the survey results to resolve issues.

V. SUBCOMMITTEE UPDATE

- A. Public Broadband Access Working Group (PBAWG): Ms. Martha Dennis and Ms. Tyler Orion spoke about a meeting with Council President Pro Tem Tony Young. The focus of the meeting was to discuss the digital inclusion issue and Council District Four.

VI. ADJOURNMENT: There being no further business of the Commission, this meeting was adjourned at 5:00 P.M.

Draft Prepared: 6/04/07

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Final Approved: 6/27/07

Motion by: Orion

Board Vote: Orion/Andrews/Unanimous

Revisions to Draft: *Double Strikethrough and Italic*

Revisions Prepared: